

CORRESPONDENCE

Introduction

This section of the document will show how an authorized user can view a correspondence sent from DUA to the TPA account on the QUEST system. All correspondences will be sent to your QUEST account except for ad-hoc and registration correspondences. You will be notified via email when a correspondence is sent to your account. You must login to the QUEST system to view the correspondence. You can set up your preferred email address to receive notifications using the instructions provided in the 'Address Information' section of this user guide.

NOTE: You must have Adobe Reader software installed to view the correspondence. This software can be downloaded for free at www.adobe.com

Step-by-Step Instructions:

1. Navigate to the TPA home page. The home page will appear as shown below. Click on the link 'Correspondence'.

Change Password Logoff	
TPA Home	Third Party Administrator
Account Maintenance	TPA ID: 100 TPA Name: XXXX
Correspondence	TPA Home
Employment and Wage Detail Reporting	TPA Home TPA Home
Payment Information	
Searches	
User Maintenance	
	<div> Account Maintenance View or update TPA account information such as; Name, Organization Type, addresses and phone numbers. </div> <div> Correspondence Search for Correspondence. </div> <div> Employment and Wage Detail Reporting Submit Employment and Wage Detail files for multiple or individual employer accounts (adjustments and original reports), or view employment and wage detail report information for TPA submissions and client groups. To manage Employment and Wage Detail Reports for individual employer accounts, this includes 'Copy from Previous' or 'Manual' submissions, navigate to the Employer's account via the 'Searches' function. </div> <div> Payment Information Make payments for multiple or individual employer accounts or view payment information for agent submissions and client groups. To manage individual employer accounts, navigate to the employer's account via the 'Searches' function. </div> <div> Searches Search for employers for which the TPA has been assigned account access. </div> <div> User Maintenance Create new or update existing TPA user information </div>

2. The correspondence home page will appear as shown below.

Change Password Logoff	
TPA Home	Third Party Administrator
Account Maintenance	TPA ID: 100 TPA Name: XXXX
Correspondence	Correspondence Search
Employment and Wage Detail Reporting	Date Range From: <input type="text"/> To: <input type="text"/>
Payment Information	
Searches	<input type="button" value="Search"/> <input type="button" value="Reset"/>
User Maintenance	

3. Enter the date range for which you wish to search correspondence for. Click on 'Search'.
4. The search results will appear as shown below. Click on the correspondence number to view a correspondence.

Change Password Logoff	
TPA Home	Third Party Administrator
Account Maintenance	TPA ID: 100 TPA Name: XXXX
Correspondence	Correspondence Search
Employment and Wage Detail Reporting	Date Range From: <input type="text"/> To: <input type="text"/>
Payment Information	<input type="button" value="Search"/> <input type="button" value="Reset"/>
Searches	
User Maintenance	
Reporting	
Details	
Correspondence Number	Transaction Date
3018757	11/27/2009
Form ID	Description
	Third Party Administrator Role Assignment Notification - Employer

5. The selected correspondence will appear in a new window in pdf format.